**Lakeside Patient Association**

**Patient survey action plan for 2013**

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| **Findings** | **Agreed action to be taken** |
| Difficulty getting an appointment with a GP and getting through the the surgery at peak times in the morning | The Practice has introduce online appointments to improve access |
| Patients not aware that they can book appointments 12 weeks in advance | Information slips to be given to patients at reception |
|  DNA (Did Not Attend) appointments |  The Practice has introduced text message appointment reminders to improve access and prevent DNAs. |
| Patient not aware that they can select a chemist for collection. | Notices are to be put up in the waiting room and onto the web site advising of this. There has been an improvement of awareness this year. Also patients can order prescriptions online. However there is still a 10 day restriction to order in advance for patient safety reasons. |
|  Waiting to get an appointment with the phlebotomist |  There are plenty of options available to have a blood test at a different location, receptionists always supply this information and advice slips to patients on request. |
|  Difficulty getting through to Grappenhall Surgery |  It needs to be noted that this is our branch surgery and that there is only one receptionist working at one time answering the telephone and dealing with patients at reception. We cannot improve on this. |
|  Flu clinics at Grappenhall  | Extra flu clinics to be held at Lakeside every year to assist patient less mobile and or without transport. |
|  Notices in reception area rude | Some notices are intended to inform our patients only ie repeat prescription time limits and monthly DNA data  |